

General Information

January 14, 2003

Agriculture

Customer Support and Service – Americas

Support FAQs

What does Trimble Support offer?

Trimble is committed to providing Customer Support that complements our world-class products. Trimble customers are encouraged to contact their local Reseller for support.

Who do I contact when I have an Agriculture technical support question?

Contact your Trimble Agriculture Reseller directly. If you do not know who your Reseller is, use the Dealer Locator at www.trimble.com/locator/sales.asp to find your nearest Reseller.

What Technical Support should customers expect from a Trimble Reseller?

Customers should receive assistance with the installation and operation of their Agriculture products, with a prompt response to their requests for technical support.

Does Trimble Support have direct contact with customers?

The Trimble Reseller is expected to be the primary point of contact. Only under exceptional circumstances will Trimble have direct customer contact. This contact will be arranged through your Trimble Agriculture Reseller.

How do I get a password to upgrade my software or firmware?

Trimble customers must contact their Trimble Agriculture Reseller to purchase password upgrades. If you do not know who your Reseller is, use the Dealer Locator at www.trimble.com/locator/sales.asp to find your nearest Reseller.

Servicing FAQs

What does the term warranty failure mean?

In general terms, warranty failure is used by the Agriculture business unit to define any failure that occurs within the first 12 months, after date of sale to the customer.

What do I do if I have equipment that fails within one month of delivery?

Contact your Trimble Agriculture Reseller directly. If you do not know who your Reseller is, use the Dealer Locator at www.trimble.com/locator/sales.asp to find your nearest Reseller.

What will Trimble do for equipment that has failed under warranty?

If your Trimble product has failed before the end of the warranty period, Trimble will cover the cost of repair or replacement plus return shipping. In most instances, repair is done through an authorized service provider. In some cases, the product may be replaced or repaired at Trimble's facility. If the product is being returned to Trimble for any reason, an RMA number will be issued. Contact your Trimble Agriculture Reseller directly to arrange repair or return.



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What is an RMA number and what do I do with it?

RMA means *Return Materials Authorization*. An RMA number is required every time you return a product to Trimble. You must mark any packaging and documentation relating to returned items with the RMA number. You must quote the RMA number every time you make an enquiry about the status of a repair. This helps Trimble quickly obtain information for you. The RMA number must be clearly marked on the shipping package and any included shipping documents.

Where do I send equipment for repair or replacement?

Contact your Trimble Agriculture Reseller directly to arrange repair or return. If you do not know who your Reseller is, use the Dealer Locator at www.trimble.com/locator/sales.asp to find your nearest Reseller.

Who pays shipping costs for return of failed equipment under warranty?

The customer pays shipping costs for return of warranty failure equipment to Trimble or an authorized Service Provider and is responsible for insuring the package in case of shipping loss. Trimble covers the cost of shipping replacement or repaired equipment back to the customer.

Who pays shipping costs for return of failed equipment not under warranty?

The customer pays shipping costs for return of non- warranty failure equipment to Trimble or an authorized Service Provider and is responsible for insuring the package in case of shipping loss. Shipping costs are charged to the customer for return of repaired or replaced equipment.

My equipment has been serviced, but the same problem is still apparent, despite being 'repaired'. What can I do?

Contact your Trimble Agriculture Reseller directly. If you do not know who your Reseller is, use the Dealer Locator at www.trimble.com/locator/sales.asp to find your nearest Reseller.

My product is supposed to be supported for extended software, firmware, and/or hardware warranty, but I did not receive the latest update. What can I do?

Contact your Trimble Agriculture Reseller directly. If you do not know who your Reseller is, use the Dealer Locator at www.trimble.com/locator/sales.asp to find your nearest Reseller.